

Where used in this communication --

Complainants shall mean: Louis D. and E. Jean Burrell
Post Office Box 1969
Kankakee, Illinois 60901
Phone - 815-932-3984
Fax - 815-932-4144

Landlords shall mean: Louis D. & E. Jean Burrell

Administrator shall mean: Ms. Sherrie Gessner
Consumer Illinois Water Company
1000 South Schuyler Avenue
Kankakee, Illinois 60901
Phone - 815-935-8800
Phone - 800-851-1305
Fax - 815-935-8809

CIWC shall mean: Consumer Illinois Water Company

Code Department shall mean: City of Kankakee, Illinois
Code Enforcement Office
385 East Oak Street
Kankakee, Illinois 60901
Phone - 815-933-0437
Phone - 815-933-0438

Agent/agency shall mean: Mr. James R. Geekie
P.O. Box 65
Paris, Illinois 61944
Phone - 217-465-7681

I.C.C. shall mean: Illinois Commerce Commission

We have had repeated problems with Consumer Illinois Water Co and CIWC administrator here in the Kankakee area for several years regarding one or more of the following:

1. CIWC submitting tenant's delinquent water bills to various credit Bureaus in our name.
2. Transferring tenants bills to our home water bill account and or to our commercial/office account, and shutting off the water service.
3. Transferring sewage bills to our water bill account (sewage bills were paid through another agent), and shutting off the water service.

In our efforts to resolve these issues the administrator at Consumer Illinois Water Company has been uncooperative, unreasonable and continue to refuse us water service at our office /commercial site/address.

In our last attempt to resolve this matter, we were told that we would not ever receive water service until we paid off all of the tenants water bills/accounts. The two tenants water bills/accounts (mentioned by the administrator at Consumer Illinois Water Company) were 216 North Hunter Street, Apartment 6, and 373 North Wildwood Avenue, Apartment 3, Kankakee, Illinois.

Earlier this year, the Consumer Illinois Water Company administrator threatened to shut off water service at our six unit apartment building located at 373 North Wildwood Avenue because the tenant in Apartment 3 owed a water bill. (Please bear in mind that the other five tenants water bill/accounts were obviously paid or were not delinquent.) The Kankakee City Code Department simultaneously called and told us that they would shut down the entire building if the Consumer Illinois Water Company shut off water service to this building. (Then, the City of Kankakee Code Department would post the building unfit for human habitation and thereby would order occupants in said building to vacate the premises immediately). It is needless to say how much of a hardship this would have caused the landlords and tenants alike. We, advised the Kankakee City Code Department and Consumer Illinois Water Company against this action. Further, Mrs. Burrell advised that the water company should shut off water service to the tenant(s) who did not pay their water bill and that our maintenance people would give them entry into the building, if necessary. Additionally, Mrs. Burrell advised both entities that the tenant(s) were responsible for paying their water bills.

Around July 2001, Consumer Illinois Water Company shut off water service at our office located at 620 North Harrison Avenue Apartment #1, Kankakee, Illinois. The average bill at this site has been approximately \$30.00 every two months for meter and utility tax/fees. Responding to our inquiry regarding the service shut off, A CIWC employee stated it was shut off for nonpayment of \$294.36. We informed her that this bill was incorrect because we use very little water at 620 N. Harrison. Then, the administrator, Ms. Sherrie Gessner informed Mrs. Burrell in a very hostile and demeaning manner, that we would not receive service from CIWC until we paid the bill at 373 North Wildwood, Apartment #3, which had been transferred to 620 North Harrison, Apartment #1. We offered to give names of tenant and dates of lease for the time period of the bills. The offer was ignored and Ms. Gessner stated further, that we will not receive service at 620 North Harrison, Apartment #1 or at any location until we paid all of the water bills that she has listed for us.

Later, Mr. Burrell went to Consumer Illinois Water Company office to pay the water bill for the upstairs unit (Apartment

#2) at 620 North Harrison and received a promise that the service at Apartment #2 would be restored within a few days. CIWC turned on the service at 620 North Harrison #2 unit but later came out to shut off the service to this unit also, even after we paid the bill.

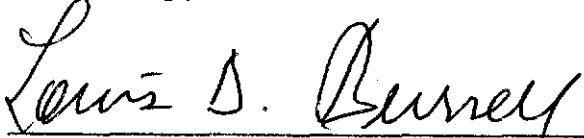
As of today, we have not received a list of water bills nor an acceptance of our offer to provide the names of tenants and dates of lease for the time period of bills that Ms. Gessner has marked for refusing service to us. Thus, we hereby file this complaint with the ICC.

We have been without water service since July 2001. We contacted ICC and made our complaint in July 2001 to Ms. Jessa Cooper. Ms. Cooper said it was on August 3, 2001. Nevertheless, we hereby inquire of the ICC why does it take so long to resolve this dispute?

We look forward to this complaint being processed and resolved expeditiously as possible.

Thank you for your time and consideration pursuant to this most painful and exacerbating problem.

Sincerely,


Louis D. Burrell


E. Jean Burrell

LDB/ldb/ejb

cc: File

P. S. Additional complaints against CIWC:

- a. CIWC SUBMITTED ERRONEOUS BILLS TO CREDIT REPORTING AGENCYS
- b. CIWC REPEATEDLY TURNED OFF OUR WATER SERVICE AT 620 AND 2330 EVEN THOUGH WE HAD THE BILL PAID.
- c. CIWC REFUSED TO GIVE US CREDIT FOR A BILL WE PAID MISTAKENLY FOR OUR SELVES BUT IT WAS CREDITED TO A TENANT AT 315#3 NORTH WILDWOOD, ILLINOIS.

Please find enclosed and or attached:

1. the lease(s) for the two tenants at addresses aforementioned.
2. July 2001 Consumer Illinois Water bill for 620 North Harrison Avenue, #1 and #2 units, Kankakee, Illinois.
3. October 2001 Consumer Illinois Water bill for 620 North Harrison Avenue, #1 and 2 units, Kankakee, Illinois.
4. Tenant's bill with Consumer Illinois Water Company print out for September 2000 starting date of bill (Consumer Illinois Water Company put this bill in our name. The tenant, for which this bill occurred, is still occupying the unit and has resided in this unit since September 19-99). This bill was transferred to our office account, at 620 North Harrison Avenue, unit #1, Kankakee, Illinois and water service was shut off even though legitimate water bill at this address was paid in full.

MODEL LEASE FOR SUBSIDIZED PROGRAMS

1. Parties and Dwelling Unit:

The parties to this Agreement are Louis and E. Jean Burrell, referred to as the Landlord, and Kim Peppers, referred to as the Tenant. The Landlord leases to the Tenant unit number 3733, located at 373 N. Wildwood, Kankakee, IL 60901 in the project known as AUSTIN APARTMENTS.

2. Length of Time (Term):

The initial term of this Agreement shall begin on 9/1/99 and end on 8/31/2002. After the initial term ends, the Agreement will continue for successive terms of one MO. each unless automatically terminated as permitted by paragraph 23 of this Agreement.

3. Rent:

The Tenant agrees to pay \$ — for the partial month ending on —. After that, Tenant agrees to pay a rent of \$ 5.00 per month. This amount is due on the 1st day of the month at 994 N. Indiana Ave., Kankakee, IL 60901.

mail m.o.

The Tenant understands that this monthly rent is less than the market (unsubsidized) rent due on this unit. This lower rent is available either because the mortgage on this project is subsidized by the Department of Housing and Urban Development (HUD) and/or because HUD makes monthly payments to the Landlord on behalf of the Tenant. The amount, if any, that HUD makes available monthly on behalf of the Tenant is called the tenant assistance payment and is shown on the "Assistance Payment" line of the Certification and Recertification of Tenant Eligibility Form which is Attachment No. 1 to this Agreement.

4. Changes in the Tenant's Share of the Rent:

The Tenant agrees that the amount of rent the Tenant pays and/or the amount of assistance that HUD pays on behalf of the Tenant may be changed during the term of this Agreement if:

- a. HUD or the Contract Administrator (such as a Public Housing Agency) determines, in accordance with HUD procedures, that an increase in rents is needed;

APPENDIX 19a

6. Condition of Dwelling Unit: By signing this Agreement, the Tenant acknowledges that the unit is safe, clean and in good condition. The Tenant agrees that all appliances and equipment in the unit are in good working order, except as described on the Unit Inspection Report which is Attachment No. 2 to this Agreement. The Tenant also agrees that the Landlord has made no promises to decorate, alter, repair or improve the unit, except as listed on the Unit Inspection Report.

7. Charges for Utilities and Services: The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The Tenant agrees that these charts accurately describe the utilities and services paid by the Landlord and those paid by the Tenant.
- a. The Tenant must pay for the utilities in column (1). Payments should be made directly to the appropriate utility company. The items in column (2) are included in the Tenant's rent.

(1) Put "x" by any Utility Tenant pays directly	Type of Utility	(2) Put "x" by any Utility Included in Tenant Rent
<u>X</u>	Heat	<u> </u>
<u>X</u>	Lights, Electric	<u> </u>
<u>X</u>	Cooking	<u> </u>
<u>X</u>	Water	<u> </u>
<u> </u>	Other (Specify.)	<u> </u>
<u> </u>	<u>Bldg Elec</u>	<u>X</u>
<u> </u>	<u> </u>	<u> </u>

- b. The Tenant agrees to pay the Landlord the amount shown in column (3) on the date the rent is due. The Landlord certifies that HUD had authorized him/her to collect the type of charges shown in column (3) and that the amounts shown in column (3) do not exceed the amounts authorized by HUD.

- a. Attachment No. 1 - Form HUD-50059, Certification and Recertification of Tenant Eligibility.
- b. Attachment No. 2 - Unit Inspection Report.
- c. Attachment No. 3 - House Rules (if any).

28. Signatures:

TENANT
BY:

1. Mr. Lum Peppers
2. _____
3. _____

9/11/99
Date Signed1/1
Date Signed1/1
Date SignedLANDLORD
BY:

1. G. Jean Durrell

9/11/99
Date Signed

LOUIS BURRELL BUILDERS

994 North Indiana

Kankakee, Illinois 60901

The parties to this Agreement are Louis Burrell Bldrs referred to as the Landlord, and Latonia Hayes referred to as Tenant. The Landlord leases to the Tenant unit number 6, located at 216 N. Hunter, in the project known as The Austin Apartments.

TERM

The initial term of this Agreement shall begin on June 1, 1992 and end on May 31, 1993. After the initial term ends, the Agreement will continue for successive terms of one month each unless automatically terminated as permitted by paragraph 23 of this Agreement.

RENT

The Tenant agrees to pay \$ — for the partial month ending on —. After that, Tenant agrees to pay a rent of \$ 12.00 per month. This amount is due on the first day of the month. Please mail mo/che P. O. Box 1969, Kankakee, Illinois 60901. The Tenant understands that this monthly rent is less than the market (unsubsidized) rent due on this unit. This lower rent is available because this project is subsidized by the Department of Housing and Urban Development (HUD) and/or because HUD makes monthly payments to the Landlord on behalf of the Tenant. The amount, if any, that HUD makes available monthly on behalf of the Tenant is called the tenant assistance payment and is shown on the "Assistance Payment" line of the Certification and Recertification of Tenant Eligibility Form which is Attachment No. 1 to this Agreement.

RENT CHANGES

The Tenant agrees that the amount of rent the Tenant pays and/or the amount of assistance that HUD pays on behalf of the Tenant may be changed during the term of this Agreement if:

- a) HUD or the Contract Administrator determines, in accordance with HUD procedures, that an increase in rents is needed;
- b) HUD or the Contract Administrator changes any allowance for utilities or services considered in computing the Tenant's share of the rent;
- c) the income, the number of persons in the Tenant's household or other factors considered in calculating the Tenant's rent change and HUD procedures provide that the Tenant's rent or assistance payment be adjusted to reflect the change;
- d) changes in the Tenant's rent or assistance payment are required by HUD's recertification or subsidy termination procedures;
- e) HUD's procedures for computing the Tenant's assistance payment or rent change; or
- f) the Tenant fails to provide information on his/her income, family composition or other factors as required by the Landlord.

The Landlord agrees to implement changes in the Tenant's rent or tenant assistance payment only in accordance with the time frames and administrative procedures set forth in HUD's handbooks, instructions and regulations related to administration of multifamily subsidy programs. The Landlord agrees to give the Tenant at least 30 days advance written notice of any increase in the Tenant's rent except as noted in paragraphs 11, 15, or 17. The Notice will state the new amount the Tenant is required to pay, the date the new amount is effective, and the reasons for the change in rent. The Notice will also advise the Tenant that he/she may meet with the Landlord to discuss the rent change.

LATE FEE PAYMENTS

If the Tenant does not pay the full amount of the rent shown in paragraph 3 by the end of the 5th day of the month, the Landlord may collect a fee of \$5 on the 6th day of the month. Thereafter, the Landlord may collect \$1 for each additional day the rent remains unpaid during the month it is due. The Landlord may not terminate this Agreement for failure to pay late charges, but may terminate this Agreement for non-payment of rent, as explained in paragraph 23.

UNIT

By signing this Agreement, the Tenant acknowledges that the unit is safe, clean and in good condition. The Tenant agrees that all appliances and equipment in the unit are in good working order, except as described on the Unit Inspection Report which is Attachment No. 2 to this Agreement. The Tenant also agrees that the Landlord has made no promises to decorate, alter, repair or improve the unit, except as listed on the Unit Inspection Report.

UTILITIES

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The Tenant agrees that these charts accurately describe the utilities and services paid by the Landlord and those paid by the Tenant.

a) The Tenant must pay for the utilities in column (1). Payments should be made directly to the appropriate utility company. The items in column (2) are included in the Tenant's rent.

<u>Put "x"⁽¹⁾ by any Utility Tenant pays directly</u>	<u>Type of Utility</u>	<u>Put "x"⁽²⁾ by any Utility Included in Tenants rent</u>
<u>X</u>	Heat	<u> </u>
<u>X</u>	Lights, Electric	<u> </u>
<u>X</u>	Cooking	<u> </u>
<u>X</u>	Water	<u> </u>
<u> </u>	Other (Specify)	<u>Bldg Elec</u>

- a) Attachment No. 1 - Form HUD-50059, Certification and Recertification of Tenant Eligibility.
- b) Attachment No. 2 - Unit Inspection Report.
- c) Attachment No. 3 - House Rules.

SIGNATURES

TENANT

BY:

1.

Latonia M. Hayes

Date Signed 6.03.92

2.

Date Signed

LANDLORD

BY:

1.

J. Jean Burrell

Date Signed

6/1/92

MODEL LEASE FOR SUBSIDIZED PROGRAMS

1. Parties and
Dwelling
Unit:

The parties to this Agreement are Louis D. and E. Sean Burrell, referred to as the Landlord, and CONSUELO WILLIAMS, referred to as the Tenant. The Landlord leases to the Tenant unit number 2166, located at

216 N. Hunter - Apt 6, Kankakee, IL.
In the project known as AUSTIN APARTMENTS

2. Length of Time
(Term):

The initial term of this Agreement shall begin on 6/1/96 and end on 5/31/97. After the initial term ends, the Agreement will continue for successive terms of one month each unless automatically terminated as permitted by paragraph 23 of this Agreement.

3. Rent:

The Tenant agrees to pay \$ — for the partial month ending on —. After that, Tenant agrees to pay a rent of \$ 250 per month.

This amount is due on the 1st day of the month at Mail No. 01
TO: 994 N. Indiana, Kankakee, IL 60901.

The tenant understands that this monthly rent is less than the market (unsubsidized) rent due on this unit. This lower rent is available either because the mortgage on this project is subsidized by the Department of Housing and Urban Development (HUD) and/or because HUD makes monthly payments to the Landlord on behalf of the Tenant. The amount, if any, that HUD makes available monthly on behalf of the Tenant is called the tenant assistance payment and is shown on the "Assistance Payment" line of the Certification and Recertification of Tenant Eligibility Form which is Attachment No. 1 to this Agreement.

4. Changes in the
Tenant's Share
of the Rent:

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- a. HUD or the Contract Administrator (such as a Public Housing Agency) determines, in accordance with HUD procedures, that an increase in rents is needed;

APPENDIX 19a

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- a. The Tenant must pay for the utilities in column (1). Payments should be made directly to the appropriate utility company. The items in column (2) are included in the Tenant's rent.

(1) Put "x" by any Utility Tenant pays directly	Type of Utility	(2) Put "x" by any Utility Included in Tenant Rent
<u>X</u>	Heat	_____
<u>X</u>	Lights, Electric	_____
<u>X</u>	Cooking	_____
<u>X</u>	Water	_____
_____	Other (Specify.)	_____
_____	<u>Bldg Elec</u>	<u>X</u>
_____	_____	_____

- b. The Tenant agrees to pay the Landlord the amount shown in column (3) on the date the rent is due. The Landlord certifies that HUD had authorized him/her to collect the type of charges shown in column (3) and that the amounts shown in column (3) do not exceed the amounts authorized by HUD.



4350.3

APPENDIX 19a

- a. Attachment No. 1 - Form HUD-50059, Certification and ~~RECEIPTIFICATION~~ of Tenant Eligibility.
- b. Attachment No. 2 - Unit Inspection Report.
- c. Attachment No. 3 - House Rules (if any).

28. Signatures:

TENANT
BY:

1. Conrad Williams
2. _____
3. _____

6/1/96
Date Signed1/1
Date Signed1/1
Date SignedLANDLORD
BY:

1. E. Jean Russell

6/1/96
Date Signed

11/81



Service at: 620 N HARRISON #1
KANKAKEE IL

Account Number: 61117466-06

Residential - Single

Billing Period

Jun 11 - Jul 10 (29 days)

Billing date 07/12/2001

Next billing on or about Aug 11

Meter Read Information

	Current	Previous	Usage (100 CF)
1	42 Actual	38 Actual	4
Total Usage			4

Readings are in 100 Cubic Feet(CF)

1 CF equals 7.48 gallons

Average daily usage is 103 gallons

Average daily cost is \$.62

Previous Balance

Amount of last bill

Balance Forwarded

\$ 33.45
\$ 33.45

Current Charges

Prior Balance Penalty .50
Customer Charge 10.50
Water Charge 7.00
Fire Protection Charge 2.41
Franchise Fee .40
ICC Tax .02
City Utility Tax 1.02
Transfer Balance 260.91

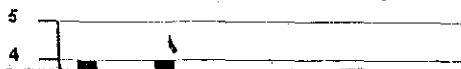
Total Current Charges

\$ 282.76

Total Due by 08/02/2001

\$ 316.21

Your Usage Profile (100 CF)



FINAL NOTICE

IMPORTANT: READ THIS IMMEDIATELY!!

YOUR WATER SERVICE WILL BE SHUT OFF ON OR AFTER **07/19/01** BECAUSE:

YOU OWE \$ **294.36** IN TOTAL BILLS OF WHICH **294.36** IS PAST DUE

YOU OWE \$ _____ FOR A DEPOSIT FOR UTILITY SERVICE

IF YOU DO NOT WANT YOUR WATER SERVICE SHUT OFF, YOU MUST PAY \$ **294.36** BEFORE **07/19/01**

If you cannot pay the whole amount now, you may be able to get a payment plan with the Consumers Illinois Water Company. Call us at (800) 851-1305 for more information.

Consumers Illinois Water Company has employees on duty from 8 A.M. to 5 P.M. to answer your questions or listen to your complaints. If you do not understand why you owe this money, or if you think there has been a mistake, call the Consumers Illinois Water Company at (800) 851-1305, as soon as possible. If the person you talk to cannot help you, ask to talk to a supervisor. If the supervisor cannot help you, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. Customers using a TDD call 1-800-858-9877.

61117466-06 40 084 09230

620 N HARRISON #1

Call us before you are Shut Off!

LOUIS BURRELL
620 N HARRISON #1
KANKAKEE IL

CONSUMERS ILLINOIS WATER COMPANY
PO BOX 0130
DANVILLE, IL 61834-0130
60901-2486

DATE
07/11/01

IMPORTANT: IF YOU ARE SHUT OFF, YOU MAY HAVE TO PAY A RECONNECT FEE BEFORE YOUR WATER WILL BE TURNED ON AGAIN. (SEE REVERSE SIDE)

Sherrice



CONSUMERS
ILLINOIS
WATER COMPANY
(815) 935-8800

Service at: 620 N HARRISON #2
KANKAKEE, IL

Account Number: 61057455-08

Residential - Single

Billing Period

Jun 11 - Jul 10 (29 days)
Billing date 07/12/2001
Next billing on or about Aug 11

Previous Balance

Amount of last bill	\$	20.10
Balance Forwarded	\$	20.10

Meter Read Information

	Current	Previous	Usage (100 CF)
1	0 Actual	0 Actual	0
Total Usage			0

Readings are in 100 Cubic Feet(CF)
1 CF equals 7.48 gallons
Average daily cost is \$.37

Current Charges

Prior Balance Penalty	.30
Customer Charge	10.50
Fire Protection Charge	2.41
Franchise Fee	.26
ICC Tax	.01
City Utility Tax	.66

Total Current Charges \$ **14.14**

Total Due by 08/02/2001 \$ **34.24**

Your Usage Profile (100 CF)



FINAL NOTICE

IMPORTANT: READ THIS IMMEDIATELY!!

YOUR WATER SERVICE WILL BE SHUT OFF ON OR AFTER **07/19/01** BECAUSE:
YOU OWE \$ **20.10** IN TOTAL BILLS OF WHICH **20.10** IS PAST DUE.
YOU OWE \$ _____ FOR A DEPOSIT FOR UTILITY SERVICE

IF YOU DO NOT WANT YOUR WATER SERVICE SHUT OFF, YOU MUST PAY \$ **20.10** BEFORE **07/19/01**

If you cannot pay the whole amount now, you may be able to get a payment plan with the Consumers Illinois Water Company. Call us at (800) 851-1305 for more information.

Consumers Illinois Water Company has employees on duty from 8 A.M. to 5 P.M. to answer your questions or listen to your complaints. If you do not understand why you owe this money, or if you think there has been a mistake, call the Consumers Illinois Water Company at (800) 851-1305, as soon as possible. If the person you talk to cannot help you, ask to talk to a supervisor. If the supervisor cannot help you, call the Consumer Services Division of the Illinois Commerce Commission at 1-800-524-0795. Customers using a TDD call 1-800-858-9877.

61057455-08 40 084 09240

620 N HARRISON #2 before you are Shut Off

LOUIS BURRELL
620 N HARRISON #2
KANKAKEE, IL

CONSUMERS ILLINOIS WATER COMPANY
PO BOX 0130
DANVILLE, IL 61834-0130
60901-2486

DATE 07/11/01

IMPORTANT: IF YOU ARE SHUT OFF, YOU MAY HAVE TO PAY A RECONNECT FEE BEFORE YOUR WATER WILL BE TURNED ON AGAIN. (SEE REVERSE SIDE)



October 8, 2001

Louis Burrell
620 N Harrison #1
Kankakee, IL 60901

RE: 61117466-06
620 N Harrison #1
Kankakee, IL 60901

Dear Customer:

Your account at the above address has been finalized. The total amount due is \$56.21. Please make payment within the next 10 days to prevent any collection proceedings.

Thank you,

Customer Service

KANKAKEE COUNTY
P.O. Box 152
1000 S. Schuyler Avenue
Kankakee, IL 60901-0152
815.935.8803
Fax: 815.935.8809

WILL COUNTY
P.O. Box 788
24650 S. Western Avenue
University Park, IL 60466-0788
708.534.6513
Fax: 708.534.2623

LEE-BOONE-KNOX COUNTY
5301 East State Street
Suite 217
Rockford, IL 61108
815.229.6601
Fax: 815.229.6709

VERMILION COUNTY
P.O. Box 1130
322 N. Gilbert Street
Danville, IL 61834-1130
217.443.8538
Fax: 217.442.0178

ACCOUNT: 61117466-06 SERVICE-ADDRESS:
 SECTION:40 CLASS:01 LOUIS BURRELL
 STATUS :IF RATING:F 620 N HARRISON #1
 SS-NO :000-00-0000 KANKAKEE IL
 PHONE : (000)000-0000 60901-2466
 R-OPT:* * N * W*F LINK:80096305 START:04/27/2001 LPD:00/00/0000 DUE:08/02/2001

	200107-02	07/12/2001	PRIOR-BAL	CURR-CHG	CURR-PYMTS	CURR-ADJS	UNPAID-BAL
W 101 Water Chrg			273.16	7.00	.00	223.95-	56.21
W 106 Fire Prot			3.45	2.41	.00	5.86-	.00
W 109 Customer Chg			15.05	10.50	.00	25.55-	.00
W 201 Penalty			.49	.50	.00	.99-	.00
W 301 ICC Tax			.03	.02	.00	.05-	.00
W 500 FranchiseFee			.61	.40	.00	1.01-	.00
W 501 City Tax			1.57	1.02	.00	2.59-	.00

TOTALS			294.36	21.85	.00	260.00-	56.21
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OPT: 1cust 2meter 3csmpr 4inv 5fire 6plan 7info 8coll 9disc
 PrRes Bal Multi Link Dep AdvDep KdepHist WOrk Xprint[E]menu->



CONSUMERS
ILLINOIS
WATER COMPANY
(815) 935-8800

Service at: 620 N HARRISON #2
KANKAKEE, IL

Account Number: 61057455-08

Residential - Single

Billing Period

Sep 11 - Oct 8 (27 days)
Billing date 10/11/2001
Next billing on or about Nov 10

Previous Balance

Amount of last bill	\$	13.84
Balance Forwarded	\$	13.84

Meter Read Information

	Current	Previous	Usage (100 CF)
1	0 Actual	0 Actual	0
Total Usage			0

Readings are in 100 Cubic Feet(CF)
1 CF equals 7.48 gallons
Average daily cost is \$.40

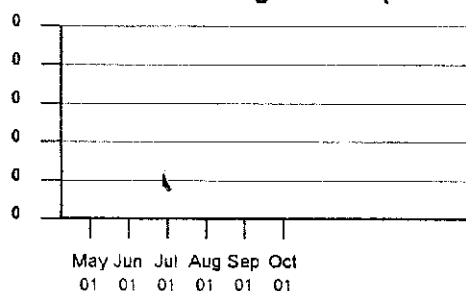
Current Charges

Prior Balance Penalty	.21
Customer Charge	10.50
Fire Protection Charge	2.41
Franchise Fee	.26
ICC Tax	.01
City Utility Tax	.66

Total Current Charges	\$	14.05
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Total Due by 11/01/2001	\$	27.89
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Your Usage Profile (100 CF)



Messages to You

PSC stock can be purchased directly through the Dividend Reinvestment and Direct Stock Purchase Plan-PSC pays the commissions and fees on plan purchases. Dividends are reinvested at a 5% discount off the market price. For more information and a prospectus, call 800-205-8314. Read the prospectus carefully before you invest.

To insure credit, please return this portion with your payment.

Make Check Payable to CIWC.

CONSUMERS ILLINOIS WATER CO.
1000 S SCHUYLER AVE.
PO BOX 152
KANKAKEE, IL 60901-0152

Account Number:	61057455-08
Amount Due:	\$ 27.89
Due Date:	11/01/2001

610574550800002789

CONSUMERS ILLINOIS WATER CO.
PO BOX 130
DANVILLE, IL 61834-0130

LOUIS BURRELL
620 N HARRISON #2
KANKAKEE IL 60901



October 4, 2001

Louis Burrell
2330 W Grace
Kankakee, IL 60901

RE: 61064338-10
373 N Wildwood #3
Kankakee, IL 60901

Dear Customer:

Your account at the above address has been finalized. The total amount due is \$260.00. Please make payment within the next 10 days to prevent any collection proceedings.

Thank you,

Customer Service

KANKAKEE COUNTY

P.O. Box 152
1000 S. Schuyler Avenue
Kankakee, IL 60901-0152
815.935.8803
Fax: 815.935.8809

WILL COUNTY

P.O. Box 788
24650 S. Western Avenue
University Park, IL 60466-0788
708.534.6513
Fax: 708.534.2623

LEE-BOONE-KNOX COUNTY

5301 East State Street
Suite 217
Rockford, IL 61108
815.229.6601
Fax: 815.229.6709

VERMILION COUNTY

P.O. Box 1130
322 N. Gilbert Street
Danville, IL 61834-1130
217.443.8538
Fax: 217.442.0178

ACCOUNT: 61064338-10 SERVICE-ADDRESS: BILL TO: LOUIS BURRELL
 SECTION:40 CLASS:01 LOUIS BURRELL
 STATUS :IF RATING:F 373 N WILDWOOD #3 2330 W GRACE
 SS-NO :000-00-0000 KANKAKEE, IL KANKAKEE IL
 PHONE : (000)000-0000 60901-4158 60901
 R-OPT:* * N * W*F LINK:80022239 START:09/01/2000 LPD:01/18/2001 DUE:04/03/2001

200103-02	03/13/2001	PRIOR-BAL	CURR-CHG	CURR-PYMTS	CURR-ADJS	UNPAID-BAL
W 101	Water Chrg	219.25	5.25	.00	35.50	260.00
W 106	Fire Prot	1.77	2.41	.00	4.18-	.00
W 109	Customer Chg	15.04	10.50	.00	25.54-	.00
W 201	Penalty	.09	3.57	.00	3.66-	.00
W 301	ICC Tax	.02	.02	.00	.04-	.00
W 500	FranchiseFee	.48	.32	.00	.80-	.00
W 501	City Tax	1.26	.93	.00	2.19-	.00

TOTALS	237.91	23.00	.00	.91-	260.00
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OPT: 1cust 2meter 3csm 4inv 5fire 6plan 7info 8coll 9disc
 PrRes Bal Multi Link Dep AdvDep KdepHist WOrk Xprint[E]menu->